

	10	telephone same (facsimile or fax) same web same chat same wireless same (email or (electronic adj mail) or e-mail)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 07:46
	9	((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 07:48
	3	((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 07:48
	8	((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) AND VOICE	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 07:48
	3	((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 08:46
	0	((((telephone and (facsimile or fax) and (web adj form\$1) and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 08:37
	1	((((telephone and (facsimile or fax) and (web adj form\$1) and chat and wireless and (email or (electronic adj mail) or e-mail))) and (digital same signal same processor)) and voice	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 08:37
	3	((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 08:47
	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 08:47
	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 09:56
	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 09:57
	3	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:00

	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:07
	0	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and (natural same language)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:08
	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and center	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:08
	0	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and (knowledge same base)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:09
	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and (send\$3)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:09
	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and receiv\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:10
	0	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and morpholog\$4	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:10
	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and identify	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:11
	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and concept\$1	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:11

	3	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:12
	3	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:13
	3	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:13
	3	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:13
	0	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and semantic\$2	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:13
	0	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and lex\$4	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:14
	3	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and adapt\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:18
	3	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and \$2active	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:18

	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:18
	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:19
	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:45
	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:46
	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:47
	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and text-bas\$2	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:47
	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:50
	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:50

	3	((((((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:50
	0	((((((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual same predict\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:51
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and modif\$3 and (adapt\$3 same knowledge same base)	USPAT	2003/12/22 13:41
	1	US-5371807-A.DID. and center and model\$3 and engine and analy\$3 and feedback and send\$3 and receiv\$3 and (natural same language) and morpholog\$4 and identify and concept\$1 and accura\$2 and learn\$3	USPAT	2003/12/22 13:47
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and modif\$3 and (natural same language) and morpholog\$4 and identify and semantic and lexical and adapt\$3 and accura\$2 and \$2active and predict\$3 and respon\$3 and voice and real adj time and actual	USPAT	2003/12/22 16:36
	0	(5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. and (universal same data same model same format)	USPAT	2003/12/22 18:23
	0	(5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. and (universal same data same model)	USPAT	2003/12/22 18:24
	0	(5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. and (universal same data)	USPAT	2003/12/22 18:24
	2	(5048100, 5226092, 5446891, 5535382, 5619709, 5692176, 5724567, 5802504, 5832465, 5855015, 5907841, 6064971, "6067535").pn. and (universal same data)	USPAT	2003/12/22 18:25
	68270	predict\$3 and respon\$3	USPAT	2003/12/23 11:14
	12663	predict\$3 same respon\$3	USPAT	2003/12/23 11:16
	5	(predict\$3 same respon\$3) and 706/50	USPAT	2003/12/23 11:22
	0	(predict\$3 same respon\$3) and 706/909	USPAT	2003/12/23 11:23
	25	(predict\$3 same respon\$3) and 706/14	USPAT	2003/12/23 19:41
	44	(predict\$3 same respon\$3) and 706/21	USPAT	2003/12/23 12:10
	8	(predict\$3 same respon\$3) and 706/14 and (offline or off-line)	USPAT	2003/12/23 19:41

L Number	Hits	Search Text	DB	Time stamp
2257835	2	("6408277").PN.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:13
	1	("6647378").PN.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/18 20:25
	2	("6327583").PN.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/18 20:26
	0	("6286012,6363383,6076082").PN.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/18 20:28
	6	(6286012, 6363383, "6076082").pn.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/18 20:36
	8	(5565915, 5448502, 5220496, "5109275").pn.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/18 20:48
	13	(5048100, 5226092, 5446891, 5535382, 5619709, 5692176, 5724567, 5802504, 5832465, 5855015, 5907841, 6064971, "6067535").pn.	USPAT	2003/12/22 18:25
		system.ti.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:14
	55313	system.ti. and electronic.ti.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:14
	2722	(system.ti. and electronic.ti.) and communication.ti.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:14
	92	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:53
	1	(((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (knowledge adj base)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:25

	0	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (model\$3 adj engine)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:25
	0	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (feedback adj module)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:25
	4	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and config\$4	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:26
	0	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (contact adj center)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:25
	1	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (knowledge same base)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:25
	0	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (model\$3 same engine)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:25
	0	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (feedback same module)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:25
	7	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and center	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:26
	3	((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and analy\$2	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:34
375980	electronic.ti.		USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:53
7308	electronic.ti. and communication.ti.		USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:53
	5	((electronic.ti. and communication.ti.) and management.ti.) and config\$4	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 16:21

	13	((electronic.ti. and communication.ti.) and management.ti.) and model\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:56
	15	((electronic.ti. and communication.ti.) and management.ti.) and center	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:56
	161	(electronic.ti. and communication.ti.) and management.ti.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:59
	3	((electronic.ti. and communication.ti.) and management.ti.) and feedback	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 15:59
	10	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.	USPAT	2003/12/22 18:23
	1	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and config\$5	USPAT	2003/12/21 16:29
	3	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and center	USPAT	2003/12/21 16:33
	4	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and model\$3	USPAT	2003/12/21 16:37
	2	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and engine	USPAT	2003/12/21 16:40
	0	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (model\$3 adj engine)	USPAT	2003/12/21 16:37
	0	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (model\$3 same engine)	USPAT	2003/12/21 16:37
	8	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and analy\$3	USPAT	2003/12/21 16:37
	1	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (knowledge same base)	USPAT	2003/12/21 16:40
	1	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and feedback	USPAT	2003/12/21 16:40
	0	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and adaptive	USPAT	2003/12/21 16:41
	2	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and contact	USPAT	2003/12/21 16:42
	0	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (contact adj center)	USPAT	2003/12/21 16:41
	3	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and send\$3	USPAT	2003/12/21 16:42

	7	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and receiv\$3	USPAT	2003/12/21 19:18
	1	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and electronic.ti.	USPAT	2003/12/21 19:17
	212	receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center config\$5 and center and contact and send\$3 and receiv\$3 (receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3) (receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3) and predict\$3	USPAT	2003/12/21 19:28
	10557	(receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3) and predict\$3) and respons\$3	USPAT	2003/12/21 19:29
	122	telephone and facsimile and web and chat and wireless (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)	USPAT	2003/12/21 17:52
	110	((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax (telephone and facsimile and web and chat and wireless) and model\$3	USPAT	2003/12/21 17:52
	47	(telephone and facsimile and web and chat and wireless) and (model\$3 same engine)	USPAT	2003/12/21 18:46
	42	(telephone and facsimile and web and chat and wireless) and config\$5	USPAT	2003/12/21 19:20
	18	(telephone and facsimile and web and chat and wireless) and analy\$3	USPAT	2003/12/21 19:21
	26	(telephone and facsimile and web and chat and wireless) and (knowledge same base)	USPAT	2003/12/21 18:45
	6	(telephone and facsimile and web and chat and wireless) and feedback	USPAT	2003/12/21 18:48
	30	(telephone and facsimile and web and chat and wireless) and (model\$3 same engine)	USPAT	2003/12/21 19:20
	21	(telephone and facsimile and web and chat and wireless) and config\$5	USPAT	2003/12/21 18:47
	1	(telephone and facsimile and web and chat and wireless) and (knowledge same base)	USPAT	2003/12/21 18:48
	11	(telephone and facsimile and web and chat and wireless) and contact	USPAT	2003/12/21 18:48
	33	((telephone and facsimile and web and chat and wireless) and contact) and fax	USPAT	2003/12/21 18:48
	4	((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax and (model\$3 same engine) and config\$5 and analy\$3 and feedback and contact	USPAT	2003/12/21 19:03
	9	(5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.	USPAT	2003/12/21 19:23
	220	telephone and facsimile and web and chat and wireless	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 19:20
	42	(telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)	USPAT	2003/12/21 19:22
	18	((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)	USPAT	2003/12/21 19:22
	206		USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 19:22

	96	((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT	2003/12/21 19:22
	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (test adj communication\$1)	USPAT	2003/12/21 19:23
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (text adj communication\$1)	USPAT	2003/12/21 19:33
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (text same communication\$1)	USPAT	2003/12/21 19:24
	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and text receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center	USPAT	2003/12/21 19:24
	341	config\$5 and center and contact and send\$3 and receiv\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT	2003/12/21 19:28
	17201	(receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT	2003/12/21 19:29
	182	((receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)) and predict\$3 and respon\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT	2003/12/21 19:29
	110	((receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)) and predict\$3 and respon\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT	2003/12/21 19:31
	148	((receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)) and predict\$3 and respon\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT	2003/12/21 19:31
	3	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (natural same language)	USPAT	2003/12/21 19:34
	2	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and morpholog\$4	USPAT	2003/12/21 19:36
	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and ident\$9	USPAT	2003/12/21 19:37
	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and identify	USPAT	2003/12/21 19:37
	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and concept\$1	USPAT	2003/12/21 19:42
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and semantic	USPAT	2003/12/21 19:39
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and lexical	USPAT	2003/12/21 19:39
	7	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and adapt\$3	USPAT	2003/12/21 19:42
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (adapt\$3 same knowledge same base)	USPAT	2003/12/21 19:43

-	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2	USPAT	2003/12/21 19:43
-	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (accura\$2 adj gauge)	USPAT	2003/12/21 19:44
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active	USPAT	2003/12/21 20:01
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (\$2active) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2)	USPAT	2003/12/21 19:49
-	5	(((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2)) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and concept\$1)	USPAT	2003/12/21 19:58
-	0	(((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2)) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and concept\$1)) and (\$2active same accura\$2)	USPAT	2003/12/21 19:58
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and predict\$3	USPAT	2003/12/21 20:02
-	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and respon\$3	USPAT	2003/12/21 20:03
-	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (predict same respon\$3)	USPAT	2003/12/21 20:04
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and voice	USPAT	2003/12/21 20:04
-	4	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (digital same signal same process\$3)	USPAT	2003/12/21 20:07
-	3	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and dsp	USPAT	2003/12/21 20:05
-	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and acoustic\$2	USPAT	2003/12/21 20:13
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and sound	USPAT	2003/12/21 20:07
-	4	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (categor\$5 same voice)	USPAT	2003/12/21 20:28
-	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and text	USPAT	2003/12/21 20:14
-	4	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and text-based	USPAT	2003/12/21 20:14
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (real adj time)	USPAT	2003/12/21 20:21
-	7	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and compar\$3	USPAT	2003/12/21 20:21
-	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (compar\$3 same (real adj time) same predict\$3)	USPAT	2003/12/21 20:22

	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (compar\$3 same (real adj time))	USPAT	2003/12/21 20:22
	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (compar\$4 same (real adj time) same predict\$3)	USPAT	2003/12/21 20:23
	7	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and actual	USPAT	2003/12/21 20:27
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (actual same predict\$3)	USPAT	2003/12/21 20:25
	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (actual same predict\$3 same respon\$3)	USPAT	2003/12/21 20:23
	4	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (offline or off-line)	USPAT	2003/12/21 20:24
	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and metadata	USPAT	2003/12/21 20:37
	2	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (structured same information)	USPAT	2003/12/21 20:30
	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and learn\$3	USPAT	2003/12/21 20:31
	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and updat\$4	USPAT	2003/12/21 20:31
	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and modif\$3	USPAT	2003/12/22 16:35
1453	metadata		USPAT	2003/12/21 20:37
	0	metadata67 and (natural same language)	USPAT	2003/12/21 20:37
	125	metadata and (natural same language)	USPAT	2003/12/23 11:14
	99	(metadata and (natural same language)) and (structur\$2 same information)	USPAT	2003/12/21 20:45
	22	((metadata and (natural same language)) and (structur\$2 same information)) and (digital same signal same process\$3)	USPAT	2003/12/21 21:02
	0	(5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. and metadata	USPAT	2003/12/21 20:49
	7	((metadata and (natural same language)) and (structur\$2 same information)) and (digital same signal same process\$3)) and (offline or off-line)	USPAT	2003/12/21 20:59
	19	((metadata and (natural same language)) and (structur\$2 same information)) and (categor\$5 same voice)	USPAT	2003/12/21 21:04
	1	((metadata and (natural same language)) and (structur\$2 same information)) and telephone and facsimile and web and chat and wireless and (email or (electronic adj mail) or e-mail) and fax	USPAT	2003/12/21 21:04
	1	((metadata and (natural same language)) and (structur\$2 same information)) and telephone and facsimile and web and chat and wireless and (email or (electronic adj mail) or e-mail)	USPAT	2003/12/21 21:05
	1	((metadata and (natural same language)) and (structur\$2 same information)) and telephone and facsimile and web and chat and wireless	USPAT	2003/12/21 21:05
	36	((metadata and (natural same language)) and (structur\$2 same information)) and contact	USPAT	2003/12/21 21:05
	27	((metadata and (natural same language)) and (structur\$2 same information)) and feedback	USPAT	2003/12/21 21:05
	382	telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 07:45